

Emergency Shelter and Homeless Coordination Commission



ANNUAL REPORT July 2006 - June 2007

New Hampshire Department of Health and Human Services
Bureau of Homeless and Housing Services
Division of Community Based Care Services

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Stories and photos appearing in this report are courtesy of Southwestern Community Services, Families in Transition, Tri-County Community Action Program, and the New Hampshire Coalition Against Domestic and Sexual Violence.

*Special thanks to New Hampshire Housing and Diane Nilan, President/Founder of HEAR US Inc.
This report was edited and designed by staff of the Bureau of Homeless and Housing Services.*

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December 28, 2007

Dear Friends,

On behalf of New Hampshire's Emergency Shelter and Homeless Coordination Commission, it is my privilege to present this Annual Report for State Fiscal Year 2007, which ended June 30th. The report provides just a glimpse into the problem of homelessness in New Hampshire. The information included is based primarily on data provided by state-funded homeless service providers and, consequently, does not fully capture the size and scope of this problem. It details the activities of all homeless programs funded through the State of New Hampshire, Department of Health and Human Services, Bureau of Homeless and Housing Services.

Major challenges continue to face homeless providers and the homeless service system. This report covers a number of programs these agencies provide, the types of services they offer, the challenges they face, and statistics on homelessness in the state.

Our sincere thanks to all of you who have joined in our efforts to combat homelessness. Your hard work has made a difference in the lives of those less fortunate.

Sincerely,


Sharon Drake, Chair

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Nicholas A. Toumpas
Commissioner

February 8, 2008

Introduction

As Commissioner of the Department of Health and Human Services (DHHS), I am pleased to join the Commission in bringing forward the latest edition of our Annual Report. This report reflects the continued support of the Commission and the DHHS for a statewide system that serves as a safety net for homeless persons and provides access to affordable housing.

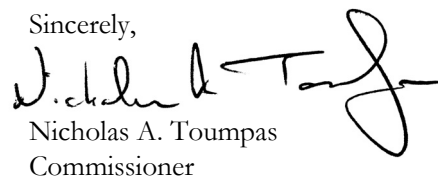
The report includes information on homeless programs administered by the DHHS, Bureau of Homeless and Housing Services (BHHS). All homeless activities undertaken by the State are accomplished through contracts with nonprofit providers with guidance from the Emergency Shelter and Homeless Coordination Commission. Funding for state-supported homeless service activities is provided by the State of New Hampshire, the US Department of Housing and Urban Development (HUD), and the US Department of Health and Human Services.

The report reflects the ongoing need for services and housing for the homeless population of New Hampshire. During State Fiscal Year 2007, the total number of homeless people receiving shelter was over 5,609. The Point-in-Time survey conducted in January of 2007 demonstrated that on one given day there were 2,248 homeless persons across the state. The total number sheltered decreased, but the length of stay increased. Though we are cautiously optimistic about this fact, we recognize there is more work to be done.

There are a number of initiatives the Department is involved in that address homelessness in the State. Staff members from DHHS are involved in the Ten-Year Plan to End Homelessness (A Home for Everyone). Four critical goals of this plan are: increase permanent supportive housing, increase access to wraparound services, increase outreach and advocacy, and create an integrated service system. During the last legislative session, a non-lapsing Homeless Housing and Access Revolving Loan Fund was established for \$400,000 for two years. The DHHS, working with the Governor's Interagency Council on Homelessness, will administer these funds to be used solely to provide loans for the first months' rent and security deposit for homeless individuals and families transitioning from state-sponsored shelters to rental housing. The DHHS hosted a training and a planning forum on documenting disability to assist advocates in preparing and submitting Federal disability benefits applications (SSI/SSDI) for homeless individuals with severe medical impairments. We continue to oversee the Rental Guarantee and Housing Guarantee Programs to assist homeless individuals and families obtain permanent housing.

As Commissioner, I look forward to continuing to work with the Governor and the Legislature on this challenging issue. Citizens of New Hampshire deserve to have safe, affordable housing.

Sincerely,


Nicholas A. Toumpas
Commissioner

Provider's Spotlight

The New Hampshire Community Action Agencies (CAAs), also called Community Action Programs, serve every city and town in the State and administer a range of programs to assist persons in need, including those at risk of homelessness. Their advisory councils, boards of directors and staff implement programs tailored to local needs. Additionally, these service providers coordinate mainstream services for the population they serve, making CAAs a natural point of entry into the homeless service system. The following describes the critical services that each CAA provides.

Community Action Program Belknap-Merrimack Counties, Inc.

Community Action Program Belknap-Merrimack Counties, Inc. (BMCAP) provides assistance for the reduction of poverty, the revitalization of low-income communities, and the empowerment of low-income families and individuals to become fully self-sufficient through planning and coordinating the use of a broad range of federal, state, local, and other assistance (including private resources) related to the elimination of poverty.

- *New Start* – BMCAP offers the New Start Program. The twelve (12) to eighteen (18) month program's purpose is to provide homeless and imminently at-risk households with access to Section 8 rental assistance and the information, life skills and supports needed to secure and maintain permanent housing. McKinney Emergency Shelter Grant (ESG) funding provides for two New Start Service Coordinators.
- *Homeless Outreach and Intervention Program* – BMCAP manages a Homeless Prevention Program. McKinney Grant Funding offers outreach services and financial assistance. BMCAP is able to assist people facing eviction to remain in their present housing and to work through their crisis, i.e. pay the rent, prevent a utility shut off, etc. The family can then be assessed, advised and referred to additional service providers. These service providers will provide them with or help them to attain/remain in permanent housing. Homeless clients will be placed in area shelters where case management staff work with BMCAP to find the client safe, affordable and appropriate permanent housing.
- *Housing Security Guarantee Program* – Provides no interest loans to eligible consumers for rental security deposits.
- *Rental Guarantee Program* – Provides incentives to landlords in the form of

limited guarantees against loss due to damage or non-payment of rent should they rent to a homeless family.

Rockingham Community Action

Rockingham Community Action provides a wide variety of homeless intervention and prevention services throughout the 37 communities of Rockingham County.

- *Homeless Intervention* – Provides outreach and support to the unsheltered homeless. Homeless individuals and families gain shelter and other basic needs, in addition to information and referral to community resources.
- *Housing Crisis Intervention* – Offers rent/mortgage and/or utility assistance to households at risk of homelessness.
- *Emergency Food Pantry* – Provides emergency food allotments to households facing severe economic hardship in areas in which other locally based emergency food pantries are under stocked or unavailable.
- *Emergency Food Assistance* – Distributes USDA surplus food to participating homeless shelters and emergency food pantries.
- *Housing Security Guarantee Program* – Provides no interest loans to eligible consumers for rental security deposits.
- *Rental Guarantee Program* – Provides incentives to landlords in the form of limited guarantees against loss due to damage or non-payment of rent should they rent to a homeless family.
- *Other Crisis Services* – Provides a wide variety of crisis support, including information and referral, client advocacy, and the coordination of community-based services.

Southern New Hampshire Services, Inc.

Southern New Hampshire Services, Inc. (SNHS) provides a range of services and activities having a measurable and potentially major impact on causes of poverty in the community or those areas of the community where poverty is a particularly acute problem.

- *Homeless Support/Case Management* – SNHS provides Outreach/Case Management services in Nashua and Manchester to reach out to homeless individuals and families who are either long-term chronically unsheltered or homeless through circumstance. Efforts are made to link these clients to services and adequate housing within the respective Continuum of Care services system.
- *Homeless Prevention* – SNHS also provides short-term assistance to families who have utility arrearages, have received eviction or utility termination notices and are at imminent risk of becoming homeless.
- *Supportive Housing* – SNHS Supportive Housing Programs provide previously

homeless individuals with a stable living environment, needed supportive services, and assistance in becoming increasingly productive members of the community.

- Robinson House, located in Manchester, NH, consists of twenty-four rehabilitated Section 8 rent-assisted apartments for homeless males who have successfully completed substance abuse treatment programs.
- Mary's House, located in Nashua, NH, consists of forty rehabilitated Section 8 rent-assisted apartments for homeless women. The Nashua Housing Authority has contracted with SNHS to administer the rents for this program.

Southwestern Community Services, Inc.

Southwestern Community Services, Inc. Homeless Services Program provides direct and immediate care to individuals and families experiencing homelessness or who are on the verge of becoming homeless in Cheshire, Sullivan and Western Hillsboro counties. They are able to do this through the following programs:

- *Emergency Shelter* – Short-term emergency shelter to alleviate a housing crisis. Access is available 24 hours a day, 365 days a year. Over 120 beds are available in Cheshire and Sullivan Counties.
- *Case Management* – Comprehensive case management to transition individuals and families back into their communities in safe affordable housing:
 - Daily/weekly meetings with Case Manager;
 - Needs and Goals assessments;
 - Referrals and support for substance abuse and mental health treatment;
 - Budget counseling and savings program;
 - Life skills workshops to include parenting, nutrition, time management, family planning;
 - Off-site referrals to job readiness training;
 - Telephone and computer access; and
 - Tenancy 101 courses.
- *Homeless Outreach* – Aids the unsheltered homeless by seeking them out, offering first friendship, then assistance with shelter, food, medical treatment and other basic survival necessities.
- *Youth Services* – Aids children of homeless families by ensuring their education, referrals to necessary services, and working with self-esteem issues.
- *Transitional Housing Program* – Provides rental units and a comprehensive program to families that are homeless and in need of longer-term case management.
- *Housing Security Guarantee Program* – Provides no interest loans to eligible consumers for rental security deposits.

- *Rental Guarantee Program* – Provides incentives to landlords in the form of limited guarantees against loss due to damage or non-payment of rent should they rent to a homeless family.
- *Prevention/Intervention* – Services to prevent an individual or family who are in imminent danger of becoming homeless. This includes landlord/tenant mediation, one-time financial supports, budget counseling, etc.
- *Tenancy 101* – In this four-week class (one night per week/2 hours per night), participants will learn what to look for in an apartment, how to complete a rental application, what to expect in and how to prepare for an interview, whether or not the apartment is affordable to them, what a lease is, how to be a good neighbor, the pros of rental insurance, what is considered normal wear and tear, landlord/tenant rights, the eviction process, Section 8 housing, Housing Assistance Coupon Voucher programs, and lots more.
- *Life Skills Classes* – Obstacles to self-reliance include the lack of information and the tools to expedite lasting behavioral change. Consumers often need assistance in acquiring knowledge in the basic skills of daily living such as budgeting, work ethics, personal and time management, nutrition, and parenting. Therefore, **The Lifeskills Program** was established to provide these basic survival abilities in an eight-week workshop format.
- *Food Pantry* – The Food Pantry is a tool used in many other CAP programs to help consumers lessen their financial burdens. When consumers apply for Fuel Assistance, Homeless Prevention Funds, Workforce Development, and WIC Programs, a budget form is completed. Sometimes the agency finds that their consumers are not able to purchase food or other necessary items because a lot of their income is spent on rent/mortgage, auto payments, fuel, childcare, etc. Also, at times they are finding that some consumers are not paying their rent/mortgage, purchasing fuel, paying taxes or auto payments because they need to purchase food and other necessary items. In response to this, the agency operates a small pantry that their programs can use as a supplement to consumers' budgets. A couple days worth of food or personal care items or a week's worth of diapers can go a long way in someone's budget.
- *Permanent Housing Units for Homeless Individuals and Families* – Eight permanent housing units have been constructed or rehabbed for the use of homeless individuals and families in Sullivan and Cheshire Counties.



- *Shelter Plus Care Program* – Rental Assistance vouchers have been provided to six individuals and eleven families throughout Cheshire and Sullivan Counties for homeless individuals and families afflicted with serious mental health issues and/or substance abuse issues. This is a significant start to reducing the number of homeless individuals and families in these two counties. The efforts of this project provide a sense of stability and permanency to these individuals and families and link them to available public assistance programs, job training and opportunities, and that with time, the recipients of rental assistance will actually be able to reduce their reliance upon this assistance and free up the resources to help an even greater number of individuals.

Strafford County Community Action Committee, Inc.

Strafford County Community Action Committee, Inc. (SCCAC) provides emergency and supportive services to the homeless and those at risk of homelessness through the following programs:

- *Homeless Outreach and Intervention Program (HOIP)* – Through aggressive outreach and intervention, the HOIP program assures that all unsheltered people are identified and gain access to appropriate shelter and other necessary services. The greatest reward is to help that one person among the many scores of people who could have died behind a dumpster or in a tent, or to overdose or commit suicide, but did not because of HOIP intervention.
- *Rental Assistance Program* – Provides emergency rental assistance when no other funds are available.
- *Security Deposit Loan Program* – Provides loans for security deposits for those in need of affordable housing. Services may include advocacy, landlord tenant mediation, tenant education and counseling.
- *Affordable Housing Search Service* - Matches prospective tenants with available rentals.
- *Self-Sufficiency Case Managers* - Addresses root causes of housing instability as they work intensively with low-income families to address key issues and provide supportive services to overcome barriers to the attainment of self-sufficiency.
- *Housing and Comprehensive Supportive Services* – For the elderly and the mentally ill, including those with addictive disorders.
- *Rochester Homeless Housing Initiative* – Provides safe, affordable long-term housing and supportive services for homeless individuals with a mental illness. A house in Rochester provides five apartments for single males.
- *Covered Bridge Manor* - This is a HUD 202 rent-assisted supportive housing project for low-income elderly capable of independent living.

Tri-County Community Action Program, Inc.

Tri-County Community Action Program, Inc. serves as an advocate for the poor by developing both a long-range strategy and specific short-range plans to make the entire community more responsive to the needs and interests of the poor.

- *Homeless Outreach Prevention and Intervention (HOIP)* – Four HOIP workers are stationed around the 5,000 square miles of Coos, Carroll and Grafton Counties. It is their job to find and assist those who have no homes, above all – the unsheltered or street homeless. They work to engage homeless persons and get them shelter and services. In the event that a person is afflicted with a mental illness, the person then becomes a PATH client.
- *Programs for Assistance in the Transition from Homelessness (PATH)* – PATH funding expands HOIP staffing and job descriptions in order to work more intensely with those who are chronically homeless as a result of mental illness, possibly along with a substance use disorder.
- *The Tyler Blain House* – This eight-bed shelter is located in Lancaster and is the only homeless shelter in Coos County. Through the years, it has evolved into a comprehensive emergency and transitional homeless assistance facility that provides longer-term case management service to residents to enable them to achieve self-sufficiency and permanent housing.
- *Housing Security Guarantee Program* – Provides no interest loans to eligible consumers for rental security deposits.
- *Rental Guarantee Program* – Provides incentives to landlords in the form of limited guarantees against loss due to damage or non-payment of rent should they rent to a homeless family.
- *The Burch House* – This domestic violence shelter and program is in Bethlehem and designates four beds for homeless women and/or homeless women with children.
- *Cold Weather Program (CWP)* – The CWP operates in the Upper Valley and in Coos County during the coldest months. It provides hotel stays, food boxes and extra assistance for transportation in the event that someone should become homeless after regular working hours.
- *Extended Stay Program (ESP)* – The ESP provides four transitional beds in the Upper Valley. This is a 30-day intensive case management program. Participants must be able to save at least \$500 in one month and the program will provide a 25% match. Clients must check in with the HOIP program worker every day and attend regularly scheduled classes and meetings.



Tyler Blain House

- *Rental 101* – Operates in the Upper Valley and Coos County. It is a four-part class designed to help people learn to be better tenants: 1-Finding a Rental and Understanding the Lease; 2-Budgeting and Housekeeping; 3-Conflict Resolution; and 4-Landlord/Tenant Laws. Being a good neighbor and tenant can eliminate a great deal of homelessness. This class is geared at those who are precariously housed, without a home or looking to understand the nuances and laws of renting. This class is taught weekly, for two hours, with a provided meal and is free to the client.
- *Homeless Prevention Program* – This program operates throughout the northern half of NH through a network of eight Community Contact offices. Assistance is directed towards helping clients with their immediate housing crisis while aiming to achieve the goal of long-term, affordable, safe housing. This program provides vouchers to families to prevent eviction, utility termination or foreclosure on a mortgage. Other services for homeless persons that are supported by this program include the Security Guarantee Loan Program and the Rental Guarantee Program.
- *The Friendship House* – Offers a substance abuse transitional housing program that focuses on helping homeless individuals with substance abuse issues to integrate back into their community with a solid recovery program. Support and training is provided in areas such as cooking and small home repair, GED, budgeting, family counseling, individual counseling, group counseling and resume building.
- *Green Haven Feasibility Study* – A feasibility study is currently in process (with the cooperation and funding from Grafton County) to open a “Green Haven.” This community setting would be available as permanent housing to those who are considered chronically homeless because of mental illness and/or substance use disorders.

A National Advocate's Perspective

20th Anniversary of Homelessness Policy—Time for Enlightened Change

Diane Nilan, President/Founder, HEAR US Inc.

When Congress enacted the McKinney Homeless Assistance Act in 1987, they probably didn't know what they were getting into, or how extensively homelessness would spread into subpopulations of families and teens. Other than a handful of activists and the growing number of mostly homeless adults, no one really understood this issue either. More entities, including states, have gotten involved in addressing homelessness but the problem seems to get worse instead of better. With 20 years of trying to help homeless people, perhaps it's time to take a different approach.

Understanding homelessness is a good place to start. It often is not caused by a single event, but some factors weigh heavily:

Housing affordability and availability—most agree housing costs have soared. When an affluent school district in Phoenix investigated a spike in homelessness, they found that subsidized housing units where the families had previously lived reverted to private ownership; their 20-year obligation to the US Dept. of Housing and Urban Development (HUD) had come to an end and owners were converting to more profitable condos priced far beyond what families could afford. Nationwide, hundreds of thousands of affordable housing units have been removed from use over the last 20+ years. Replacements have been scant. HUD's budget, and their focus, has greatly diminished. *If you can't find a decent place you can afford to live, you will likely become homeless.*

Living wage employment opportunities—as families were pushed off welfare into the workforce, they found few opportunities to earn enough to be self-sufficient. Across the nation, surveys have documented the housing affordability gap—how much a person needs to earn to afford to live in a community. While this varies by area, it's safe to say that the wage needs to far exceed \$10 an hour—an uncommonly high wage for entry-level post-welfare parents. Households with unemployable parents struggle to survive, often without disability benefits. *If you can't afford housing, you likely will become homeless.*

Health issues—health care may be more discussed today, but talk doesn't make it happen. For families struggling with economic issues, it takes just one medical emergency to shatter their fragile stability, sending their situation into orange level crisis. Most families ignore health issues because it's too expensive or they cannot find doctors who treat people without insurance. Often, despite best efforts, free clinics don't offer the quality care needed to stay on top of health issues. Medical bills worsen financial problems. Prescriptions don't get filled because the co-pay costs money. Health care problems explode into physical and fiscal crises, causing or leading the way to homelessness. *If you can't find ways to attain and maintain health, you likely will become homeless.*

Domestic violence and family dilemmas—most families have their share of conflict. When that conflict gets out of hand, families are at great risk of homelessness. The kids are often the victims—seeing parents fight; being physically, sexually and/or emotionally abused; and when the mother (typically) flees with the children, they leave housing stability for doubling-up with family or friends, or in many cases, go to a motel if no shelter is available. *If you can't live in a safe environment, you likely will become homeless.*

Substance abuse and/or mental illness—the level of alcohol and drug abuse in this country escalates, leaving in its wake destroyed lives. Untreated mental illnesses, in combination with substance abuse or by itself, create a dysfunctional existence that shatters stability. These issues tend

to be woven into lives that are in crisis, exacerbating problems, often propelling the embattled family into homelessness, a condition that provokes self-medication. *If you can't find your way out of substance abuse and/or mental health crisis, you likely will become homeless.*

The above are some more prevalent issues affecting homeless families. What makes the situation worse is the current federal housing policy, administered by HUD, which largely ignores the mostly invisible homeless families who make up at least 40% of the homeless population. HUD appears to focus on the highly-visible long-term disabled homeless adults who comprise about 10% of the homeless population of over three million children and adults. Their much-heralded “Ten-Year Plan to End Homelessness” has great sound bite potential, but few look behind the curtain to find out that by definition families and teens on their own are by and large excluded from this movement.

A lot could be said in criticism of the Ten-Year Plan, but the key issue being considered now is whether or not to expand the definition of homelessness to better address the growing needs of families and teens on their own, a mostly invisible population. This issue has for a number of reasons not been the emphasis of HUD's focus, nor has Congress been given the true picture of how many homeless families and youth on their own live on the streets of this country.

Advocates are pushing to synchronize HUD's definition of homelessness with other federal agencies, including the U.S. Department of Education. Such a move would greatly assist states' efforts because they rely on federal resources to subsidize the expensive undertaking of housing and supportive services. This critical issue has so far thwarted any efforts to truly reform this nation's housing and poverty policies, much like what is happening with the environment and health care.

A strong effort is underway to force HUD to address the invisible homeless population—families and teens on their own who are severely undercounted in HUD's woefully under-estimated homelessness census. Even if this long-shot effort passes, the plight of homeless families and youth won't immediately turn around.

Key factors will impede progress, including:

The lack of understanding about homelessness and poverty. Most members of Congress and their staff don't really understand homelessness or poverty. Most state legislators don't either. Too many citizens lack much of an understanding. Those with a close friend or family member experiencing homelessness are often too overwhelmed to become politically active.

Poor and homeless people's lack of political power. Survival is more important than trying to sort out the revolting political landscape. Voting is not the most important activity for families in crisis, nor is contacting their legislators.

Stigmas of shame surround poverty and homelessness. In worst cases, these issues are criminalized, further worsening an individual's prospect of self-sufficiency.

Delays in systemic improvements in housing, health care, income viability, and vital services for people in crisis. These changes cost money. They have little political favor attached. They will not be instantly successful because overturning years of neglect takes time.

Despite the above challenges, some important improvements are occurring, mostly attributed to incessant advocates and a growing number of empowered poor and homeless people convincing legislators, policymakers, and ordinary citizens that change is possible. Among those improvements are the following:

Educational rights for homeless students have been codified. Those rights, embodied in the McKinney-Vento Homeless Education Assistance Act, remove barriers commonly experienced by homeless students trying to enroll in or succeed in school. Ongoing improvements in policy and practice will only increase this federal legislation's noteworthy progress. Key to its success is an increased awareness of and sensitivity to homeless children and their families which was spurred by a grassroots movement from across the country.

Local housing endeavors are building a successful, albeit minuscule, track record. Much more needs to be done. Federal initiatives, with significant resources, are essential to restore the millions of housing units previously removed from the market. In order to get that to happen, voters will need to become much more vocal. It's starting to happen, but well-funded developers have considerable, but increasingly tarnished, political capital.

Experience is a good teacher. Well-run local efforts to assist homeless families and teens have been successful despite tremendous challenges, mostly financial. Time after time, results are positive when families and teens receive the help they need to regain independence. Those meager efforts need significant replicating on a national level, accommodating the unique needs of the frequently-ignored non-urban areas.

It's time for a concerted effort of federal, state and local officials, and the public to address homelessness. Whether that happens will depend largely on political will, which is created when voters make their voices heard.

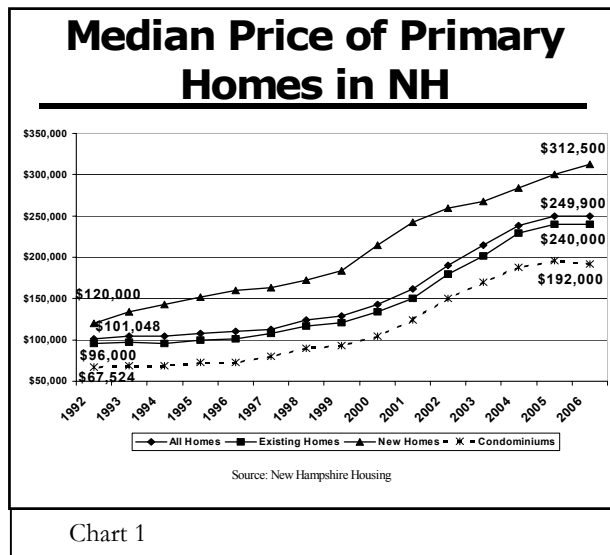
The documented issues that need to be tackled are:

- Housing affordability,
- Educational opportunities,
- Health care, including mental health and substance abuse treatment,
- Living wage employment,
- Temporary and permanent housing opportunities for homeless families and teens, and
- Supportive services for those who need them to become more independent.

George Burns once said, "No snowflake in an avalanche ever feels responsible." What if countless individuals in every walk of life decided to start an avalanche of compassion? It is way past time and each person has a role in improving this nation's quality of living for all. Finding the political will can happen if it's important to enough ordinary citizens. Time to push the snowball downhill....

New Hampshire Homelessness, SFY 2007

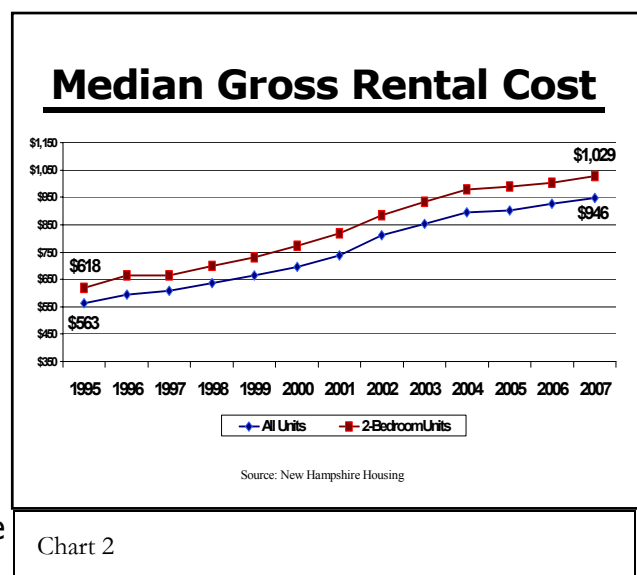
Many factors contribute to an individual or family becoming homeless, but perhaps the most significant factor is the availability of safe affordable housing. New Hampshire



has the highest population growth in New England, 6.4% from 2000 to 2006. New Hampshire continues to face an affordable housing dilemma. Construction of affordable homes in our state, especially multi-family rental properties, continues to fall behind population growth. Housing data from New Hampshire Housing, also known as New Hampshire Housing Authority, indicates that from the late 1990's through 2003, job growth exceeded construction, driving up rental costs and the purchase price of homes.

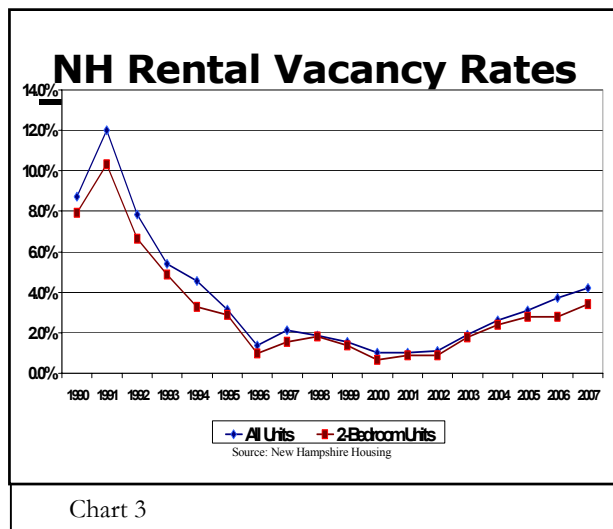
Both the rental and home buying markets have seen dramatic increases in costs in recent years (Chart 1). In the seven years from 1998 through 2005, home prices more than doubled, a sharp contrast to the preceding seven years, 1991 through 1998, when the price of homes increased 14%.

The rental market presents challenges as well. New Hampshire Housing's (NHH's) 2007 Annual Rental Survey found that the median monthly rent for a two-bedroom apartment in New Hampshire rose to \$1,029 (Chart 2). The statewide rental vacancy rate for two-bedroom apartments (Chart 3) is 3.4% (2% is considered equal to "no vacancy"), indicating that there are few vacant apartments available at that cost.



More startling, affordable housing, defined as 30% of gross income, may not be accessible to individuals and families at lower income levels. The National Low Income

Housing Coalition, in their 2006 report "Out of Reach", found New Hampshire the ninth most expensive state in the country, requiring a wage of \$18.10 per hour in order to afford a two-bedroom apartment at HUD's FMR (Fair Market Rent). New Hampshire employees earning minimum wage, \$6.50 an hour as of September 1, 2007, would earn

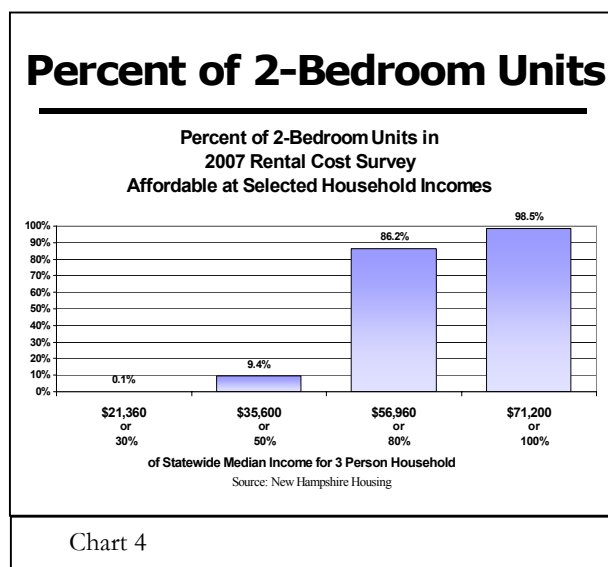


\$13,520 per year, or approximately \$1,127 per month. At this wage, an "affordable" apartment would cost \$338 a month, which is a little over half of the median rent in Coos County, the least expensive county.

The current statewide Median Family Income (MFI) for a family of three in New Hampshire is \$71,200.¹ In NHH's 2007 survey, only 9.4% of the state's two-

bedroom apartments were affordable to very low income households, defined as earning 50% or less of the MFI, or \$35,600 or less (Chart 4). At 30% of the MFI, or \$21,360, the situation is bleaker still. Only 0.6% of all rental units in NH are "affordable" at this income level, and only 0.1% are two-bedroom units, as reported by the survey. According to the U.S. Census estimates for 2005, 21% of all households, including singles, have household incomes at or below that level.

The affordability of housing for New Hampshire's typical worker remains a serious concern. Income for some populations has not kept pace with other household costs. According to the 2006 "Basic Needs & Livable Wage"², child care costs have increased 88%



over the last five years, and health insurance costs have increased 103% over the last seven years. The situation is even more challenging for individuals who are struggling

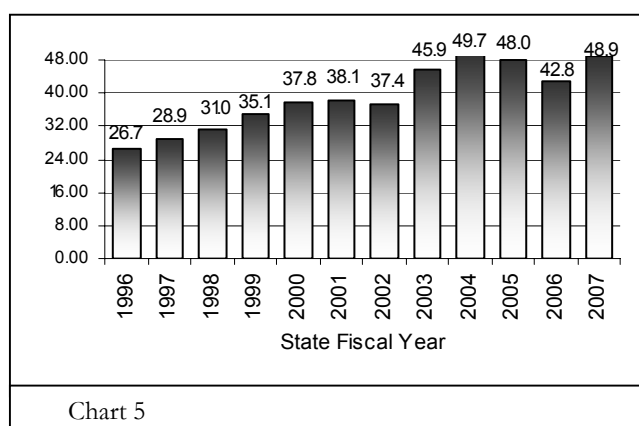
¹ HUD FY 2007 Income Limits

² Daphne A. Kenyon, Ph.D., D.A. Kenyon & Associates, commissioned by the University of New Hampshire's Office of Economic Initiatives and the North Country Council.

on a fixed income, such as Social Security or SSI. The average rent for a one-bedroom unit in NH is 119% of SSI income. In fact, for the last 10 years, the average percentage increase for rents has been double that of SSI.

The issue of family homelessness continues to be of particular concern; more than 20% of those sheltered in state-funded shelters were children with state-funded shelters providing shelter to 460 school-age children in FY '07. In a sample survey of New Hampshire public schools, the NH Department of Education identified over 1,000³ school children who self reported as being homeless. This figure is conservative because many students will not admit that they are homeless. These numbers have been steadily rising since at least 1996.

The statistics set forth in this report illustrate that many of New Hampshire's citizens continue to face a number of significant challenges which, when combined, place them at risk for homelessness. 5,609 homeless people received shelter in a state-funded shelter in fiscal year 2007. On an



average night 721 people were served, and the average length of stay was 48.9 nights (Chart 5). This data does not include the hundreds of others housed by privately funded shelters, local welfare, churches, charities, doubled up in overcrowded living situations, "couch surfing" with friends or family, or those who were unable to secure shelter and spent the night outside, or in motels, cars or campgrounds.

³ 81% of NH public school districts reported in 2006. These numbers do not include more than 22,000 students in private schools, and more than 4,000 home schooled students.

**State of New Hampshire
Department of Health and Human Services
SFY 2007 Bureau of Homeless and Housing Services Funding Resources**

State of New Hampshire			Federal Center for Mental Health Services	U.S. Department of Housing & Urban Development			
↓	↓	↓	↓	↓	↓	↓	↓
SGIA	HSGP*	RGP *	PATH	ESG	HOIP	SHP TH/PHH/S+C	HOPWA
Emergency Shelter *Emergency *Transitional *Prevention/ Intervention *Specialty Programs	Non-Cash Voucher Program Security Deposit Loan Vouchers *Revolving loan fund Loans: 919 Providers: 8	Grant Program Rental Guarantee Program *Funded through TANF Grants: 17 Providers: 8	Non-Housing Projects for Assistance in Transition from Homelessness Providers: 7	McKinney Emergency Shelter *Emergency *Transitional *Prevention/ Intervention Providers: 13	Non-Housing Homeless Outreach Intervention Prevention Providers: 5	CoC Homeless Housing Supportive Services Providers: 15	Housing Opportunities for Persons with AIDS* Providers: 1
SFY: 7/1/06-6/30/07 \$3,119,370	SFY: 7/1/06-6/30/07 \$2,000,000	SFY: 7/1/06-6/30/07 \$162,000	SFY 7/1/06-6/30/07 \$300,000	CY: 1/1/06-12/31/06 \$490,473	SFY: 7/1/06-6/30/07 \$394,855	Term: Varied \$1,732,590	SFY: 3/1/04-2/28/07 - \$607,545 3/1/06-2/28/09 - \$824,120

NOTES:

CoC: Continuum of Care

ESG: Emergency Shelter Grant

HOIP: Homeless Outreach Intervention Prevention

HOPWA: Housing Opportunities for Persons With Aids (*3 year amount)

HSGP: Housing Security Guarantee Program

PATH: Projects for Assistance in Transition from Homelessness

PHH: Permanent Housing for Handicapped Homeless

RGP: Rental Guarantee Program

S+C: Shelter + Care

SGIA: State Grant-In-Aid (*2 year amount)

SHP: Supportive Housing Program

TANF: Temporary Assistance for Needy Families

TH: Transitional Housing for Homeless

SFY 2007 State-Funded BHHS Activities Service Summary

Shelter Service Totals

5,609 persons sheltered (Emergency and Transitional)

Of persons sheltered there were:

3,565 single adults (63.56% of total)
880 adults in 873 families (15.69% of total)
526 adults in one-parent families
234 adults in two-parent families
108 individual adults in families without children
12 non-parent adults in families
1,164 children in families (20.8% of total)

...*Including:

1,133 persons with known Mental Illness
1,221 persons with Alcohol Abuse
979 persons with other Substance Abuse
545 persons with Dual Diagnosis (mental health and substance abuse)
691 victims of Domestic Violence
247 veterans
10 persons with HIV/AIDS
1,056 persons who are chronically homeless

Special Needs Programs

3,016 Homeless Outreach/Intervention Prevention clients served (within Balance of State Continuum of Care only)
141 Permanent Housing for Handicapped Homeless persons served
79 Transitional Housing persons served
55 Shelter + Care Housing persons served
365 HOPWA HIV/AIDS clients served (3/1/06 - 2/28/07)
1,024 PATH clients enrolled

Housing Security Guarantee Program

919 Housing certificates issued

Rental Guarantee Program

17 Grants issued

*These figures represent self-reporting by the program participant.

I. HOMELESS SHELTER SERVICES

The State of New Hampshire, Bureau of Homeless and Housing Services (BHHS) provided funding to 39 programs in SFY '07. Shelter services were funded in the following categories:

PROGRAM TYPE	NO. OF SHELTERS
Domestic Violence Shelters	12
Emergency Shelters	14
Transitional Shelters	9
Specialty Shelters	4
TOTAL	39

In SFY '07, these state-funded homeless shelter providers gave temporary housing to 5,609 persons. Of those sheltered, 3,565 were single adults, 880 were adults in 873 families with 1,164 children, and 108 adults were in families without children. A reported 1,133 persons sheltered had a diagnosed mental illness, 1,221 alcohol abuse, 979 substance abuse, 545 were dual-diagnosed with mental illness and substance abuse, 691 were victims of domestic violence, 10 reported HIV/AIDS, 1,056 were chronically homeless, and 247 were veterans. The number of bed nights provided (*i.e.*, one person sheltered one night) was 263,168, and the average length of stay was 48.9 days in SFY '07 (Chart 5). The following table summarizes the recent trend of demand for state-funded emergency shelter services, adjusted for changes in reporting:

	<i>SFY '02</i>	<i>SFY '03</i>	<i>SFY '04</i>	<i>SFY '05</i>	<i>SFY '06</i>	<i>SFY '07</i>
Total persons sheltered:	<i>6,805</i>	<i>6,553</i>	<i>6,672</i>	<i>6,249</i>	<i>6,435</i>	<i>5,609</i>
Total bed nights provided:	<i>254,290</i>	<i>301,035</i>	<i>302,822</i>	<i>300,159</i>	<i>275,460</i>	<i>263,168</i>
Average length of stay:	<i>37.4 days</i>	<i>45.9 days</i>	<i>49.72 days</i>	<i>48 days</i>	<i>42.8</i>	<i>48.9</i>

Shelters receive state funding to promote participation in a local Continuum of Care. The Continuum of Care is established to provide efficient access to critical community-based services such as employment, medical, educational, mental health and substance abuse counseling, housing and other services that facilitate an individual or family's ability to attain and maintain a stable living environment.❖

A. Domestic Violence Shelters

This past year, we [a domestic violence shelter] worked with a woman who came to us late one evening with her four children..... ages 11, 9, 8 and 4. Her husband was extremely violent, and on this particular evening she fled the home with the children as he was physically assaulting her and threatening to kill her. They fled so quickly that they were not even wearing shoes as they ran to a neighbor. The police assisted her in contacting us, and we put her into shelter that evening. Dee and her four children stayed with us for several months. Dee had nothing upon arriving at Janice's House (our shelter). We assisted her in obtaining clothing, shoes, and in enrolling her children in school. We supported her and her children in dealing with the trauma that they had experienced. We assisted her in obtaining full time work, and in applying to local transitional housing programs. Today, Dee is living in transitional housing, working full time, while her children are in school and getting good grades. They are all in counseling and healing emotionally. Dee continues to visit us regularly for support, and she is well on her way in rebuilding her life.

Through a contract with the New Hampshire Coalition Against Domestic and Sexual Violence, the State of New Hampshire, BHHS provided funding to Domestic Violence Shelters in SFY '07. Homeless victims of domestic violence, predominately women and



Shelter Volunteers

children, receive emergency and transitional shelter and critical support services through these shelters.

The State-supported Domestic Violence Programs also provide food, clothing, linkages with mainstream services as appropriate, and a safe and confidential environment for victims of domestic violence.

Domestic Violence Shelters funded by the State of New Hampshire are listed in Appendix D.❖



The Resident Advisory Council at Families in Transition organized its First Annual Halloween Party featuring stations run by adult and teen participants.

B. Emergency Shelters

The State of New Hampshire, BHHS provided funding for 14 emergency shelters in SFY '07. These shelters provide safe, temporary living accommodations for homeless men, women, and families. The number of bed nights provided (*i.e.*, one person sheltered for one night) in SFY '07 was 263,168, for both emergency and transitional shelters. The average length of a temporary (emergency or transitional) shelter stay was 48.9 days. The number of people receiving temporary housing (emergency or transitional) from these shelters in the past year went from 6,435 persons in SFY '06 to 5,609 in SFY '07.

Rather than turn desperate individuals and families away, many shelter providers adopt improvised sleeping arrangements and operate consistently above funded capacity. Six state-funded shelters operate year round at an *average* of 100% or more of official capacity in SFY '07. On an average night, 721 people were sheltered. Again, this number does not include people sheltered in shelters of various kinds not funded through the BHHS.

The number of homeless individuals who sought first-time assistance from the State-funded emergency and transitional shelter providers was 2,034 in SFY '07. In the last three years as many people sought shelter for the first time in their lives as the total number sheltered in SFY '07. This statistic suggests that homelessness in New Hampshire is not confined to a chronically homeless core group, but continues to spread into new segments of the State's population.

To facilitate the transition from homelessness to permanent housing, case management services provided to emergency shelter clients feature important linkages with mainstream programs including: health, employment, mental health, substance abuse referrals, food and clothing. Shelters serving families provide service linkages with other family-service providers including childcare, education, immunization, wellness programs, and family counseling.

Emergency Shelters funded by the State of New Hampshire are listed in Appendix D.❖

C. Transitional Shelters

Transitional Shelters provide a safe and stable housing environment complemented by comprehensive case management services to facilitate a permanent step away from

homelessness. Referrals from emergency shelter staff assist individuals in accessing transitional programs whenever a judgment can be made that the individual or family is prepared to move along the Continuum of Care to permanent housing. Community-based referral services also enable direct entry into transitional housing.

Transitional Shelters funded by the State of New Hampshire are listed in Appendix D.❖

D. Specialty Shelters

Special needs such as age, teen pregnancy, or substance abuse often make it difficult for some individuals to receive proper assistance in mainstream emergency shelters. Staffed by persons trained in the special needs of persons they serve, Specialty Shelter programs play an important role in the State of New Hampshire Continuum of Care.

The State of New Hampshire, BHHS provided statewide funding to four Specialty Shelter programs in SFY '07. Without the Specialty Shelter programs, highly vulnerable homeless individuals with special characteristics or health conditions might remain unrecognized and inappropriately assisted in the shelter service system.

Specialty Shelters funded by the State of New Hampshire are listed in Appendix D.❖

II. Homeless Prevention/Intervention Services

During SFY '07, the State of New Hampshire, BHHS provided Prevention/Intervention services to persons at imminent risk of homelessness. These important services result in interventions that prevent the occurrence of homelessness. Services were funded through six Community Action Agencies, and other non-profit service providers. Homeless Prevention/Intervention services are widely varied and thus difficult to quantify uniformly. They range from providing budget counseling and/or referral to appropriate homeless intervention providers, to making payments for back rent in the face of eviction, past-due electrical bills where disconnection is imminent, or fuel assistance, rental security deposit loans, or limited rental guarantees. Some individuals who apply for prevention services do so as a final attempt to maintain their current living or employment situation.

A. Housing Opportunities for Persons With AIDS (HOPWA)

BHHS manages two Housing Opportunities for Persons With AIDS (HOPWA) competitive HUD grants, both with the sponsorship of Merrimack Valley Assistance Program (MVAP). These competitive grants allow BHHS and MVAP to apply HOPWA funds and services in ways that are different from both formula and competitive grant programs in New Hampshire and other states. HOPWA grants administered by BHHS and provided through MVAP bring assistance and extensive support services to persons with HIV/AIDS and their families. The population served includes low and very low income, and those at risk of displacement or of becoming homeless. These projects emphasize stabilizing participants' current housing situations and, whenever possible, maintaining them in their homes where they prefer to reside. Housing solutions, case management, and supportive services are intertwined in maintaining and improving participants' independence, self-sufficiency, quality of life and personal dignity.

MVAP and the project's subcontractors promote self-sufficiency by strongly advocating on behalf of clients for Section 8 vouchers, SSI, SSDI, food stamps, and other available mainstream resources and services. Many individuals are now receiving these benefits for the first time and are better able to provide for themselves. Through the HOPWA program, MVAP and the subcontractors work to provide a "safety net" for HOPWA participants.

The Balance of State HOPWA Program, through its sponsor MVAP, provides supportive services, case management and rental assistance to the Balance of State Continuum of Care area (all of the state except Nashua and Greater Manchester). MVAP, AIDS Response Seacoast, AIDS Services for the Monadnock Region and AIDS Community Resource Network provide HOPWA services and rental assistance.

The Greater Manchester HOPWA project, serving Manchester, Bedford, Goffstown, and Weare, is also sponsored by MVAP with supportive services provided by their Manchester office, the Greater Manchester Assistance Program.

In the last reporting year, March 1, 2006 through February 28, 2007 these two programs provided 26 households with tenant-based rent assistance, and supported 124 households with Short-Term Rent, Mortgage or Utility Assistance, to resolve a total of

over 512 emergency housing situations. In addition, 215 clients received other Supportive Services provided by MVAP and the sub-sponsoring ASO's through the HOPWA Program, resulting in a total number of 365 clients served.

The Greater Manchester and Balance of State HOPWA programs accessed technical assistance through AIDS Housing Corporation (AHC) of Boston on an as needed basis. The AHC technical assistance included direction on the Homeless Management Information System (HMIS), housing rights and maintaining housing stability.

Housing Opportunities for Persons With AIDS providers funded by the State of New Hampshire are listed in Appendix D.❖

B. Community Action Agencies

The New Hampshire Community Action Agencies (CAAs), also called Community Action Programs (CAPs), serve every city and town in the State and administer a range of programs to assist persons in need, including those at risk of homelessness. Their advisory councils, boards of directors and staff implement programs tailored to local needs. Additionally, these service providers coordinate mainstream services for the population they serve, making CAA's a natural point of entry into the homeless service system. The State of New Hampshire, BHHS funded homeless intervention activities specific to the prevention of homelessness in CAAs in SFY '07, covering all ten NH counties.

Community Action Agencies funded by the State of New Hampshire are listed in Appendix D.❖

C. Homeless Outreach/Intervention Prevention



Although homelessness is often regarded as a uniquely urban problem, contacts with unsheltered homeless individuals have occurred in the majority of New Hampshire's cities and towns during the past two years. The objective of the Homeless Outreach/Intervention Prevention program is to link the unsheltered homeless population with emergency shelter and other appropriate resources within the State.

The HUD-funded Homeless Outreach Intervention Prevention (HOIP) program is a statewide network of ten outreach specialists who seek to identify and engage New Hampshire's unsheltered homeless. In the past year, the number of homeless clients served by HOIP workers in the Balance of State Continuum of Care (i.e., excluding Manchester and Nashua) was 3,016. (The reporting of Manchester and Nashua contacts under HOIP is not consolidated through the DHHS.)

HOIP unsheltered homeless contacts are followed up systematically to ensure that appropriate service is provided. First, there is assessment of immediacy of need and appropriate intervention based upon weather, physical condition, mental/emotional/behavioral status, substance abuse, and willingness to accept assistance. Then, transport is arranged to the appropriate resource (*e.g.*, emergency room, detoxification facility, shelter) as needed.

Homeless Outreach Intervention Prevention providers funded by the State of New Hampshire are listed in Appendix D.❖

D. Housing Security and Rental Guarantee Programs

The BHHS administers two housing-related programs through a network of nonprofit community agencies: the Housing Security Guarantee Program (HSGP) and the Rental Guarantee Program (RGP). Started in 1994, the HSGP is available to low-income families statewide. A non-cash voucher program, it is managed pursuant to RSA 126-A:50, which states: "The inability of individual citizens to amass sufficient funds for housing security deposits contributes significantly to the problem of homelessness in the State of New Hampshire."

Housing security guarantees provided under the program allow low-income individuals and families the opportunity to secure safe, affordable, permanent housing in New Hampshire's low-vacancy, high-cost rental housing market. Persons seeking a security deposit guarantee apply through one of eight nonprofit agencies that administer the program. These agencies work with private landlords, public housing agencies, transitional housing programs, outreach workers and others to ensure program availability to the entire state.

The State of New Hampshire HSGP issued 919 security loan certificates in SFY '07. The program has assisted 7,449 households since inception in 1994. An important aspect of this program is a flexible loan-payment schedule designed to fit realistic budget parameters.

The RGP is the BHHS companion program to the HSGP. To assist needy families, the Division of Family Assistance allocated funds from the Temporary Assistance for Needy Families Program to support the RGP. The RGP's objective is to assure payment of a maximum of three months' fair-market rent as an incentive to landlords to rent to homeless families or pregnant women. To coordinate these related efforts in support of families who are homeless or at risk of homelessness, the same community service network administers the RGP and HSGP.

Housing Security and Rental Guarantee Programs funded by the State of New Hampshire are listed in Appendix D.❖

E. Other Intervention/Prevention Providers

Other Homeless Prevention/Intervention providers are experienced in the prevention of homelessness and are strategically located to provide services in high-risk areas of the State. They provide services directly or by referral to an alternative service provider.

Other Intervention/Prevention Providers funded by the State of New Hampshire are listed in Appendix D.❖

III. Special Needs Programs

In SFY '07, the State of New Hampshire provided funding to statewide special needs programs. These programs emphasize intensive and comprehensive case management services and are designed to assist the particular needs of chronically homeless persons suffering from serious mental illness, dual diagnosis, Acquired Brain Disorder, and other disabling conditions.

Providers include Community Action Agencies, Community Mental Health Centers, New Hampshire Hospital, and several smaller non-profit organizations. Delivered services included outreach, intervention, housing, and supportive services to hard-to-engage homeless and/or homeless with disabilities.

Special needs services were provided in the following categories:

<i>Program Type</i>	<i>Number of Programs</i>
HUD - Permanent Housing for Handicapped Homeless	<i>9</i>
HUD - Transitional Housing for the Homeless	<i>8</i>
HUD - Shelter + Care	<i>2</i>
HHS - Projects for Assistance in Transition from Homelessness (PATH)	<i>7</i>
<i>Total</i>	<i>26</i>

Also funded by HUD, the Supportive Housing Program provided permanent housing, transitional housing, rental subsidies, and supportive services for 200 individuals. These programs are detailed in Sections A, B, and C of this chapter. The US Department of Health and Human Services funded Projects for Assistance in Transition from Homelessness for homeless intervention and supportive services to 1,168 persons in SFY '06. This program is detailed in Section D of this chapter. Transitional, Shelter + Care (S+C), and permanent housing for the handicapped homeless include extensive supportive services. ❖

A. Permanent Housing for the Handicapped Homeless

Permanent Housing providers offer a variety of housing and supportive services to homeless persons with serious disabilities such as mental illness, chronic substance abuse, dual diagnosis, or Acquired Brain Disorder. Homeless persons living in permanent housing benefit from convenient and assured access to health, mental health, and social support services offered by the programs or within the community and facilitated by these programs. These programs, which include group homes and condominiums, were established in conjunction with HUD and are subject to renewal. These collaborative programs are:

- **Beaver Lake Lodge** in Derry, a 15-bed community residence for homeless elderly who are mentally ill;
- **Families in Transition** in Concord, six units serving homeless women with or without children;
- **Franklin Falls Farm** in Franklin, a six-bedroom farmhouse serving homeless men with severe brain injuries;
- **Harbor Homes** with various operating locations in Southern New Hampshire, providing a variety of housing and employment opportunities for 18 homeless persons with serious mental illness;

- **McGrath Street** in Laconia, an eight-bed residence with three attached apartments serving up to 12 mentally ill homeless persons;
- **Tide View Estates** in Dover, three two-bedroom condominiums providing permanent housing for six homeless mentally ill adults;
- **Springbrook** in Portsmouth, three two-bedroom condominiums housing six homeless persons with serious mental illness;
- **Gemini House** in Manchester, a 15-bed residence housing homeless mentally ill persons with a concurrent substance abuse disorder; and
- **Southwestern Community Services Permanent Housing** with four units in Claremont and four units in Ashuelot for homeless individuals and families who have mental health, substance abuse, domestic violence and/or physical disability issues.

Permanent Housing for the Handicapped Homeless providers funded by the State of New Hampshire are listed in Appendix D.❖

B. Transitional Housing for the Homeless

Like their Permanent Housing provider counterparts, providers of Transitional Housing offer a variety of housing and supportive services to homeless persons or families. Though not an eligibility requirement, many of those served in transitional housing have a variety of disabilities including serious mental illness, chronic substance abuse, Acquired Brain Disorder, or significant developmental disabilities. The goal of these programs is to assist homeless individuals and families successfully transition to permanent housing.

In SFY '07, the state-supported transitional housing providers furnished housing and supportive services. These programs include:

- **Friendship House** in Bethlehem, a 30-bed transitional housing program with supportive services, houses approximately 200 individuals a year;
- **Gilpin House** in Littleton, a six-bed transitional residence serving homeless persons with severe and persistent mental illness and persons dually diagnosed with mental illness, substance abuse, and/or a developmental disability;
- **Our Place Transitional Housing** in Dover, provides ten beds in four units sponsored by My Friend's Place;

- **New Hampshire Hospital** in Concord, which administers a 43-bed residential and rehabilitation program for persons with serious mental illness, with 26 beds partially funded by HUD for those who are homeless;
- **The Family Transitional Housing Program** in Rochester, which operates 12 two and three bedroom units in four buildings and serves homeless families. Staff support, including case management, outreach, life skills, and community mental health services, is provided to families in the program;
- **Families in Transition** in Concord, operates a 26-bed facility for homeless single women with or without children;
- **NEXT STEPS** in Keene, is sponsored by Southwestern Community Services, the Keene Housing Authority and the City of Keene Human Services Department. This is a five-unit transitional housing program with supportive services that houses and assists up to 16 adults and children, including those with disabilities, each year; and
- **The Sullivan County Transitional Housing Project** in Claremont, is sponsored by Southwestern Community Services. The five-unit project provides transitional housing with supportive services to up to 40 people at any point in time, including homeless families and single women with disabilities or who are victims of domestic violence.

Transitional Housing for the Homeless providers funded by the State of New Hampshire are listed in Appendix D.❖

C. Shelter + Care (S+C)

The S+C program is designed to provide housing and supportive services on a long-term basis for homeless persons with disabilities and their families who are homeless and living on the streets or in emergency shelters. The program allows for a variety of housing choices, and a range of supportive services funded by other sources, in response to the needs of the hard-to-reach homeless population with disabilities.

One S+C program is sponsored by Center for Life Management and has scattered sites throughout Derry and the surrounding areas. This program provides rental assistance for up to 17 hard-to-serve homeless persons with disabilities in connection with supportive services funded from sources outside the program.

A second S+C program sponsored by Southwestern Community Services in the Keene/Claremont area became operational early in SFY '07. In their first year of operation, they provided rental assistance to 21 homeless adults and 13 children.

S+C providers funded by the State of New Hampshire are listed in Appendix D.❖

D. Projects for Assistance in Transition from Homelessness (PATH)

The PATH program is funded through a grant from the Substance Abuse and Mental Health Services Administration branch of the U.S. Department of Health and Human Services. The PATH grant supports an outreach program for people who have a serious mental illness or are dually diagnosed with serious mental illness and a substance use disorder and who are homeless or at imminent risk of becoming homeless.

In New Hampshire, PATH funds are contracted to community mental health and community action programs to provide services to those experiencing homelessness and serious mental illness (SMI) or SMI and a co-occurring substance use disorder. PATH services include outreach, screening and diagnostic treatment, staff training and case management. PATH case management services involve providing assistance in obtaining and coordinating services for the chronic homeless, including providing assistance in obtaining income support services, which includes housing assistance, food stamps, and supplementary security income benefits.

PATH workers assess for immediacy of needs, and continue to work with the individual to enhance treatment and/or housing readiness. PATH workers' continued efforts help to connect chronically homeless with vital supports, including emergency and/or permanent housing, primary health care, financial assistance, and mental health treatment.

- For SFY '07 six community mental health agencies and one community action agency received PATH grant contracts to continue to provide PATH services.

In addition:

- Community Partners, Seacoast Mental Health Center, and the Mental Health Center of Greater Manchester provided screening and diagnostic treatment services;
- Riverbend and the Mental Health Center of Greater Manchester provided community mental health services; and

- The Mental Health Center of Greater Manchester provided alcohol and drug treatment services/assessments.

In SFY '07, PATH service workers provided outreach services to 1,213 individuals. Of these, 1,106, or 91% of those receiving outreach services were enrolled as PATH clients.

Projects for Assistance in Transition from Homelessness funded by the State of New Hampshire are listed in Appendix D.❖

IV. Homeless Management Information System

Clear and accurate communication about the condition of homelessness in New Hampshire is essential to achieving the goal of “permanent, sustainable and adequate housing for every resident in our state.”⁴ The New Hampshire Homeless Management Information System (NH HMIS) project is designed to fulfill the Congressional mandate for HUD to assist local jurisdictions to gather data and use it to understand the size and characteristics of the homeless population, analyze local patterns of service usage, evaluate program outcomes, as well as assess local service needs and plan to meet those needs.

The NH HMIS project continues to be a collaborative partnership of all three Continua of Care serving the homeless population of New Hampshire. The statewide NH-HMIS project is implemented through a single agency, Community Services Council of New Hampshire (CSCNH), acting as the project sponsor. CSCNH coordinates all interactions with the software vendor, acquisition of system and user licenses, system administration, end user training and implementation, data integrity and reporting issues.

During the past operating year, the NH-HMIS project has made continued progress in the areas of both administrative and user trainings.

NH-HMIS continues with the following phases:

- Phase One providers are agencies that provide emergency and/or transitional shelter or outreach services, as well as any other organizations that receive funding from the New Hampshire Department of Health and Human Services,

⁴ New Hampshire's Ten-Year Plan to end Homelessness, p.4: <http://www.hrsa.gov/homeless/statefiles/nh10.pdf>

Bureau of Homeless and Housing Services.

- Phase Two providers are agencies such as medical or mental health facilities that provide services to homeless individuals (transitional, permanent and specialty shelters), outreach and PATH providers who also receive funding from the state. Though there has been some progress in this phase, the initiative continues.
- Phase Three providers will include agencies that do not receive funding from HUD or the State but provide critical services such as city/town welfare departments. This phase has made great strides this year including the inclusion of several non-funded agencies in NH-HMIS.

To date, 50 providers have been trained and are using Service Point. User training for Phase Two providers began in November 2005. Ten new providers were trained since January 2007, including two non-HUD-funded participants, as well as three outreach programs.

The NH-HMIS has been successfully implemented at 98% of statewide HUD-funded emergency shelters and transitional programs during the reporting program year. Focus continues to include non-HUD-funded programs.❖

ONE PERSON'S STORY

"Marie" came to a domestic violence shelter this past summer to escape a very abusive and dangerous relationship. Her abuser was a very wealthy and prominent person whom the community looked highly upon. However, he was extremely abusive to "Marie." The final straw was when he punched her in the jaw so badly that she needed emergency oral surgery. As a result of the surgery, "Marie's" first few days at the shelter were difficult as she was in a tremendous amount of pain. "Marie's" surgery also left her with a speech impediment and an inability to have any sensations in parts of her face and mouth.

However, "Marie" was not going to let this experience defeat her! She went to work every day and participated positively in the shelter community. Despite facing challenges, such as financial hardships, she maintained a "can do" attitude. She was petrified of her abuser and often worried he would find her. She also worried that he would walk into her place of employment and find her or call and threaten her or her colleagues at work. However, she took many proactive steps to ensure that these events would not happen. She colored her hair, had the color of her car changed, and bought a track phone to replace her cell phone.

"Marie's" goal was to find an apartment of her own and to have her daughters from another state come live with her. Even though, "Marie" worked full time, she managed to look for housing and also began to create a long-term plan for herself. Within a short time and with much excitement and hope, "Marie" found an apartment in another town and was able to have her two teenage daughters come live with her.

V. Activities of the Bureau of Homeless and Housing Services

The New Hampshire Department of Health and Human Services, BHHS has overall responsibility for supporting homeless shelter activities with the State's Continuum of Care. They provide leadership, resources, and coordination among a large group of emergency shelter providers. Activities of the BHHS completed in the past year include:

- In October of 2006, the US Department of Housing and Urban Development announced that the BHHS 2006 application for renewal of the greater Manchester area Housing Opportunities for Persons With AIDS grant was successful. Through the Greater Manchester Assistance Program (GMAP), Merrimack Valley Assistance Program acts as the program sponsor and will be able to continue to provide supportive services, long-term rental assistance, housing information services and short-term rent, mortgage and utility assistance through their GMAP office in Manchester. The renewal amount of \$682,533 for the three-year period, March 1, 2007 through February 28, 2010, includes an increase of \$135,625 for Long-Term Rental Assistance. This will help meet the critical need for rental assistance for low income and very low-income persons living with AIDS in the greater Manchester area.
- In June of 2007, the BHHS received notice from the Substance Abuse and Mental Health Services Administration of the US Department of Health and Human Services that they had been awarded a one-year \$300,000 Projects for Assistance in Transition From Homelessness (PATH) grant to provide outreach to individuals who are homeless or at imminent risk of becoming homeless who have: (a) serious mental illness; or (b) co-occurring serious mental illness and substance abuse disorders. The grant is for SFY 2008.
- In September of 2007, BHHS and the Department of Education hosted the 2007 NH Homeless Provider and Homeless Education Liaison Conference. Highlights included keynote speeches by Joy Moses, Esq., a children and youth attorney from the National Law Center on Homelessness and Poverty, and Diane Nilan, President and Founder of HEAR US Inc. The Beaver Meadow School in Concord, NH was honored with a plaque and commendation for their work on homeless issues. There were approximately 180 attendees, the majority consisting of homeless school liaisons and homeless providers.



Beaver Meadow Students Singing at Conference

- In October of 2007, BHHS co-sponsored a Documenting Disability Training

with Harbor Homes, Inc., Health Care for the Homeless Program of the Manchester Health Department, Bi-State Primary Care Association, and the Area Agency of Greater Nashua. Special guest speakers included Dr. James O'Connell, Internist and President, Boston Health Care for the Homeless Program, and Ben Mortell, Esq., Benefits Project Director and Staff Attorney, New Hampshire Legal Assistance. This training provided a special opportunity for providers to learn how to expedite Federal disability benefits (SSI/SSDI) for individuals with severe medical impairments.

- In October of 2007, the BHHS hosted a State Planning Forum on SSI/SSDI Outreach, Access and Recovery (SOAR). This forum provided the information, tools and time to plan state and community-specific approaches to increasing access to disability benefits for those persons who are chronically homeless, particularly for those who have serious mental illness and/or co-occurring disorders. The forum was part of a technical assistance initiative. In June of 2007, the Bureau of Behavioral Health, the BHHS, and Harbor Homes submitted a grant application to the SOAR Technical Assistance Initiative, and in July was selected to receive the technical assistance. This initiative is sponsored by the US Department of Housing and Urban Development and the US Department of Health and Human Services' Substance Abuse and Mental Health Services Administration.
- During the last legislative session, a non-lapsing Homeless Housing and Access Revolving Loan Fund was established. The funds amount to \$400,000 for two years. On November 28, 2007, the Governor and Council approved the use of these funds. The BHHS will administer these funds with recommendations from the Governor's Interagency Council on Homelessness.❖



VI. Additional Developments

A number of developments underway either in SFY '07 or prior to the previous publication, deserve mention in this report. They are as follows:

- In October of 2006, Citizens Bank New Hampshire and WMUR-TV named The Way Home as its Champion in Action in the area of Homelessness Prevention. They received \$25,000 to support their work.
- In February of 2007, The Way Home opened their first four units of permanent supportive housing for individuals experiencing chronic homelessness as the recipient of the HUD 2005 Continuum of Care Samaritan Award for Manchester.
- The Way Home received \$30,412 in HUD Housing Counseling funds from 10/06 - 9/07, and from 10/07 – 9/08 they received \$52,055. These funds will be utilized for comprehensive housing counseling services with a focus on homeless prevention/intervention services for low-income renters and homeowners. The Way Home is in the process of doubling services for homeowners at risk of foreclosure.
- On September 19, 2007, Cross Roads House in Portsmouth, NH announced that it has received over \$3.1 million in pledges, grants, and contributions towards their \$5 million campaign to rebuild their shelter facility. Plans include the replacement of three older buildings with one, at the current location, and renovation of one remaining building. The new facility will solve the multiple physical challenges that Cross Roads House faces. The shelter will remain open during construction.
- On October 12, 2007, Gimme Shelter was held in the front of the State House in Concord, NH. Approximately 65 people attended, and about 50 stayed overnight. There were students who participated from approximately six schools in the area. People attending built homemade shelters, gave specific talks, sang, went to the Friendly Kitchen for a meal, etc. (See cover.)
- Harbor Homes, Inc. in Nashua, NH continues to reach out to individuals in the Greater Nashua community that are looking to take positive steps to improve their own lives. The Gathering Place, a peer support and social club run by Harbor Homes moved and reopened as Connections, a peer support program with more action-oriented goals. Participants work on obtaining GED degrees, taking computer classes, participating in peer reviews and classes. A Warm Line has been started to offer Peer-to-Peer support after hours and help individuals learn and better support each other.
- On November 14, 2007, the Manchester Continuum of Care held a "Project Homeless Connect Day." It was felt that the event went very well, and there is already discussion about making it a yearly event, as well as holding one in the

summer. It is estimated that 50 to 70 homeless individuals attended. There were approximately 25 service providers there. Everyone who attended was given lunch, blankets, and a great deal of information on services.

- On December 6, 2007, the Greater Nashua Continuum of Care held a "Project Homeless Connect Day." This was an opportunity for homeless people in the Nashua community to access services/benefits to help them move forward into housing and self-sufficiency. The project was created as a point of entry for those in need of support and also to bring attention to the impact of homelessness in the Nashua community. This event brought together approximately 110 homeless individuals and families with dozens of service providers and support organizations and provided medical/health care screenings and referrals, flu immunizations, employment services and opportunities, shelter and housing resources, mental health treatment, substance abuse treatment, domestic violence counseling, and meals. Staff from DHHS bureaus and divisions also collaborated with the Continuum on this effort.
- Peter Kelleher, CEO of Harbor Homes, Inc., has been recognized for the positive programs Harbor Homes provides to the Nashua region with two awards: NAMI NH awarded him the 2007 Systems Change Award for his contributions; and the AIDS Housing Corporation presented him with the 2007 Peter Medoff Award in recognition of his commitment to ending homelessness and creating safe places for people living with HIV/AIDS and other disabilities to call home and live with dignity.
- Families in Transition (FIT) in Manchester, NH has purchased a nine-unit single-room occupancy building on Douglas Street on the West Side of Manchester to provide permanent affordable housing and supportive services to single homeless men with a disability. FIT will be working with these single men, beginning in November 2007, by providing many opportunities to enhance their lives after living in shelters, transitional housing, or on the streets for many months or even years.
- FIT is developing The Family Willows, an Intensive Outpatient Program (IOP) providing treatment to homeless women and their children with co-occurring substance abuse and trauma. In addition, some families will have the opportunity to participate in the IOP while living in the transitional and permanent supportive housing program, a four-story building comprised of 29 independent housing units, adjacent to the Family Willows Recovery Center. The Family Willows, at 161 S. Beech Street, is anticipated to be completed in April of 2008.
- For the fourth year in a row, Citizens Bank Foundation has donated \$85,000 to assist homeless shelters in New Hampshire with heating bills. The funds were donated to the New Hampshire Coalition to End Homelessness (NHCEH).

- Over the past year, the NHCEH has continued to work throughout the state helping homeless individuals, families and children with their immediate needs, while at the same time working on the long-term solutions to homelessness. They worked with the Governor's Office for new resources of revenue, including \$400,000 for the Homeless Housing and Access Revolving Loan Fund for first month's rent and security deposits for homeless individuals and families and \$400,000 for workforce housing, both in the Governor's FY '08 and FY '09 budget.
- The NHCEH filmed a public service announcement (PSA) with WMUR spotlighting the growing number of homeless school-aged children in New Hampshire. The PSA was done with children from the Beaver Meadow School. The NHCEH also presented a "Home For Everyone" Award at the 2007 NH Homeless Provider and Homeless Liaison Conference to the school for their work toward ending homelessness, including their work on the PSA and their original musical production on the needs of homeless families.
- The NHCEH continues to hold monthly Coalition meetings that encompass a variety of topics, including West Nile Virus/EEE, day shelter models, emergency shelter and management models, cold weather transitional shelter models, transitional living programs including client skills for independent living, peer to peer networking for homeless outreach workers, Homeless Management Information System, and other topics relating to homelessness.
- The NHCEH work toward long-term solutions to ending homelessness include Chairing the Governor's Interagency Council on Homelessness and working with both state and federal officials to provide solutions to the growing crisis of homelessness in New Hampshire.
- Citizens Bank New Hampshire and WMUR-TV named AIDS Response Seacoast as its 2007 third quarter Champion in Action in the area of community health care. As part of the award, AIDS Response Seacoast will receive a \$25,000 grant, media coverage, and extensive promotional and volunteer support for its dedication to providing prevention and awareness education about HIV/AIDS and supporting individuals living with this disease.
- On December 21, 2007, vigils took place in Concord, Manchester, Lebanon, Nashua, and Keene to honor Homeless Memorial Day. These events were held to provide people with an opportunity to remember those who have died homeless, and to show support in the effort to end homelessness.
- The New Hampshire Department of Education is under the authority of the McKinney Act, engaging in outreach to homeless families who have school-age children. Under this action, all New Hampshire Local Education Agencies (districts) are required to appoint a local homeless education liaison, identify children and youth in homeless situations, and maintain contact with homeless families to ensure that their children experience continuity in the public

education programs. Options may include ensuring consistent educational opportunities for children who need to transfer schools, or establishing transportation so that children can continue attending their original community school, even when the family is in a homeless situation in another community. Local contacts are the district local homeless education liaison. Contact information is available on the DOE website under Homeless Education. The statewide contact is: Dr. Lynda Thistle Elliott, State Director/Homeless Education, NH Dept. of Education (271-3840 or Lelliott@ed.state.nh.us).

- On October 24, 2007 the international relief organization Feed the Children in collaboration with the NH Department of Education Homeless Education Program delivered more than 800 backpacks to homeless NH school children. The NH Tile Distributors Company on Sheep Davis Road in Pembroke offered their facility, staff and equipment to unload the packs and serve as the distribution center. The backpacks were filled with school supplies, non-perishable food and personal care items, and books valued at over \$60,000. The Homeless Education and Literacy Program, an outreach program of Feed the Children, was developed in partnership with the National Association for the Education of Homeless Children and Youth to distribute backpacks to children in need.



Backpacks, books, and supplies given to NH homeless students.

Appendix A - Notes on Statistics

1. These statistics represent only those providers funded by or through the State. There are other New Hampshire emergency and homeless shelter service providers not reflected in our statistics.
2. Some of the formats and definitions of our reporting instruments have changed as we progress toward our goal of gathering more effective information and reflect changing federal definitions of some data elements. Such changes can make the comparison of certain homeless statistics over time a difficult process.
3. Some concepts, like shelter capacity, cannot be quantified precisely, because they are affected by numerous factors. Many of our providers serve families. They use apartments and move beds in and out daily, according to family size, making the concept of capacity dynamic. Moreover, family sizes supported by Domestic Violence providers typically differ from those supported in transitional housing. Thus, "capacity" represents a theoretical maximum and apartment based providers generally use averages.
4. The State Fiscal Year (SFY) runs from July 1st to the following June 30th, and is named for the calendar year in which it ends. However, several programs, especially those receiving federal funds, report by different fiscal years. The Federal Fiscal Year (FFY) runs from October 1st to the following September 30th. Yet Congress imposes different fiscal years on different federal programs – and even on the same program over time – often unrelated to the FFY or SFY. For this, and other reasons, the data reported is always the most recent year's data that we have, not necessarily SFY 2007.
5. These numbers do not include:
 - homeless people housed by local welfare;
 - private shelters, usually run by churches or other faith communities;
 - substance abuse programs which may have some homeless people in residence; and
 - people who are "doubled up" (also known as couch surfing, staying with friends/family).

Appendix B - Glossary of Terms

Note: This glossary provides an overview of terminology common to the issue of New Hampshire homelessness and federal housing programs. Not all terms are used in the Annual Report.

Affordable Housing - Housing where the occupant is paying no more than 30% of income for gross housing costs, which includes utilities

AHAR - **A**nnual **H**omeless **A**ssessment **R**eport from HUD to US. Congress.

APR - **A**nnual **P**rogress **R**eport to HUD at the end of each program's program year

Bed Night - One person sheltered one night

BoSCoC - Balance of State Continuum of Care

BBH - Bureau of Behavioral Health

BHHS - the NH DHHS Bureau of Homeless and Housing Services

CAA - Community Action Agency

CAP - Community Action Program

CDBG - HUD Community Development Block Grant

CFR - Code of Federal Regulations; the rules which implement federal law

CMHS - Center for Mental Health Services (part of US Health & Human Services)

CoC - Continuum of Care

Congregate Housing - Low income housing, predominately for elderly, handicapped, disabled or displaced families

Consolidated Plan - State application to HUD for funding (done by NHHFA)

Continuum of Care - a coordinated community-based process of identifying needs and building a system to address those needs - HUD requires CoCs for McKinney-Vento funding applications

Chronic Homeless - (HUD) A homeless individual with a disability (specifically mental illness and/or substance abuse) who has been homeless for a year or more, or has had four or more episodes of homelessness in the last three years

CY - Calendar Year: January 1 to December 31

DHHS - New Hampshire Department of Health and Human Services

Dual Diagnosed - (PATH definition) Co-occurring serious mental illness and substance abuse

DV Coalition - New Hampshire Coalition Against Domestic & Sexual Violence (NHCADSV)

Elderly family - (Section 8, 24CFR5.403) A family whose head, spouse, or sole member is a person who is at least 62 years of age. It may include two or more persons who are at least 62 years of age living together, or one or more persons who are at least 62 years of age living with one or more live-in aides.

Emergency Shelter - He-M 314 (NH Shelter Rules)

Any facility, the primary purpose of which is to provide temporary shelter for homeless individuals or families. The term "emergency shelter" does not include transitional housing designed to provide housing as well as educational or rehabilitative programs and services for a person or family for at least 6 consecutive months.

ESG - Emergency Shelter Grant, State of New Hampshire or Federal McKinney

Extremely Low Income - A household whose income is at or below 30% of the median family income of the area. This is \$21,360 for a family of 3 in 2007.

Family - (AHAR) A household composed of at least one adult and one child.

FFY - Federal Fiscal Year: October 1 to September 30

HHS - The US Department of Health and Human Services

HMIS - Homeless Management Information System

HOIP - Homeless Outreach/Intervention Prevention

HOME - Home Investment Partnerships Program

Homeless - HUD definition - 42USC11302

NOTE: Federal law has a more inclusive definition for education.

(1) an individual who lacks a fixed, regular, and adequate nighttime residence; and

(2) an individual who has a primary nighttime residence that is:

(A) a supervised publicly or privately operated shelter designed to provide temporary living accommodations (including welfare hotels, congregate shelters, and transitional housing for the mentally ill);

(B) an institution that provides a temporary residence for individuals intended to be institutionalized; or

(C) a public or private place not designed for, or ordinarily used as, a regular sleeping accommodation for human beings.

HOPWA - Housing Opportunities for Persons With Aids

HSGP - Housing Security Guarantee Program RSA 126-A:50

HUD - US Department of Housing and Urban Development

Living Conditions - Where a person stayed before entering or contacting a program

Low Income - A household whose income is at or below 80% of the median family income of the area. This is \$56,960 for a family of 3 in 2007.

MFI - Median Family Income, a household income level set by HUD at \$71,200 statewide in New Hampshire for a family of 3 for FFY 2007. As many households earn less than that figure as earn more. This is not an average.

Moderate Income - A household whose income is at or below the median family income of the area

MVAP - Merrimack Valley Assistance Program

NHH - New Hampshire Housing (was New Hampshire Housing Finance Authority)

NOFA - HUD Notice Of Funding Availability

PATH - Projects for Assistance in Transition from Homelessness

PH - Permanent Housing - HUD SHP community-based housing for homeless persons with disabilities providing long-term housing and supportive services

PHH - Permanent Housing for Handicapped Homeless

PRA - Project-based Rental Assistance

POVERTY - It is computed each year by the Census Bureau. For NH in 2006, it is \$16,600 for a family of three.

RGP - Rental Guarantee Program

RSA - NH Revised Statutes Annotated

S+C - Shelter Plus Care - HUD program of rental housing assistance, in connection with supportive services funded from sources other than this part, to homeless persons with disabilities

SAFE HAVEN - HUD program providing 24-hour private or semiprivate residence for

eligible persons who may reside for an unspecified duration, and supportive services on a drop-in basis

SAU - School Administrative Unit, consisting of one or more public school districts

SFY - State Fiscal Year: July 1 to June 30

SHP - McKinney-Vento Supportive Housing Program, including Permanent and Transitional housing, Safe Haven, Supportive Services Only or Innovative Supportive Housing.

SNAP - Special Needs Assistance Programs (HUD)

SRA - Sponsor-based Rental Assistance

SRO - Single Room Occupancy

SSO - Supportive Services Only, not in conjunction with housing

TANF - Temporary Assistance for Needy Families

TH - Transitional Housing, the purpose of which is to facilitate the movement of homeless individuals and families to permanent housing within 24 months

TRA - Tenant-based Rental Assistance

Turnaway - Someone seeking shelter, but cannot be sheltered at that time and place

Capacity Turnaway - Someone who cannot be sheltered because the shelter is full

Other Turnaway - Someone who cannot be sheltered because they are not appropriate to the program (i.e. a single male at a women's shelter)

USC - **U**nited **S**tates federal **C**ode; compilation and codification of the general and permanent federal law of the United States

Very Low Income - A household whose income is at or below 50% of the median income of the area. This is \$35,600 for a family of three in 2007.❖

Appendix C – Reference Websites

For more detailed information please go to:

NEW HAMPSHIRE

Welcome to NH.gov

<http://www.nh.gov/>

Department of Health and Human Services NH DHHS

<http://www.dhhs.state.nh.us/>

New Hampshire Housing

<http://www.nhhfa.org/>

NH Department of Education

<http://www.ed.state.nh.us/education>

New Hampshire Department of Education – (Data and Reports)

<http://www.ed.state.nh.us/education/data/index.htm>

New Hampshire Small Business Development Center

<http://www.nhsbdc.org>

New Hampshire's Basic Needs & Livable Wage

<http://www.nhsbdc.org/>

U.S. GOVERNMENT

USA.GOV, Government Made Easy

<http://www.USA.gov>

Homes and Communities U.S. Department of Housing and Urban Development

<http://www.hud.gov>

U.S. Census Bureau

<http://www.census.gov>

U.S. Department of Health & Human Services

<http://www.dhhs.gov>

Fannie Mae

<http://www.fanniemae.com>

OTHER

The Brookings Institution – (Independent Research Shaping the Future)

<http://www.brookings.edu>

Coalition on Human Needs

<http://www.chn.org>

Corporation for Supportive Housing

<http://www.csh.org>

Council of State Community Development Agencies – (COSCDA)

<http://www.coscda.org>

Economic Policy Institute, State of Working America

<http://www.stateofworkingamerica.org>

Hear Us

<http://www.hearus.us>

Joint Center for Housing Studies –(Harvard University Center)

<http://www.jchs.harvard.edu>

Housing Assistance Council – (HAC)

<http://www.ruralhome.org>

National Alliance to End Homelessness

<http://www.endhomelessness.org>

National Coalition for the Homeless

<http://www.nationalhomeless.org>

National Low Income Housing Coalition

<http://www.nlihc.org>

Re-Entry Policy Council – Charting the Safe and Successful Return of Prisoners to Community

<http://www.reentrypolicy.org>

TAC - Technical Assistance Collaborative, Boston

<http://www.tacinc.org>

United States Conference of Mayors

<http://www.mayors.org>

Urban Institute

<http://www.urban.org>

Western Regional Advocacy Project

(exists to expose and eliminate the root causes of civil and human rights abuses of people experiencing poverty and homelessness in our communities.)

<http://www.wraphome.org/>

Appendix D – Service Provider List

Key:

DV – Domestic Violence	P – Prevention	SS – Specialty Shelter
ES – Emergency Shelter	PA – PATH	TH – Transitional Housing
H – HSGP/RGP	PH – Permanent Housing	TS – Transitional Shelter
OI – Outreach Intervention	SC – Shelter + Care	

Belknap County

Community Action Program

Belknap-Merrimack Counties – H,P,OI

PO Box 1016

Concord, NH 03302-1016

(603) 225-3295

(603) 228-1898 (fax)

www.bm-cap.org

GENESIS Behavioral Health – PH

McGrath Street

111 Church Street

Laconia, NH 03246

(603) 524-1100

(603) 528-0760 (fax)

www.genesisbh.org

Laconia Area Community Land Trust – TS

658 Union Avenue

Laconia, NH 03246-2549

(603) 524-0747

(603) 527-2514 (fax)

www.lact.org

New Beginnings – A Women’s Crisis

Center – DV

PO Box 622

Laconia, NH 03247-0622

(603) 528-6511

www.newbeginningsnh.org

The Salvation Army – Laconia – ES

177 Union Avenue

Laconia, NH 03246

(603) 524-1834

(603) 524-8164 (fax)

Carroll County

Northern Human Services – TH

Gilpin House

87 Washington Street

Conway, NH 03818

(603) 447-3347

(603) 447-8893 (fax)

www.northernhs.org

Starting Point: Services for Victims

of Domestic and Sexual Violence – DV

PO Box 1972

Conway, NH 03818-1972

(603) 356-7993

www.startingpointnh.org

Tri-County Community Action

Program, Inc. – H,P,OI,PA

• Coos, Carroll, Grafton Counties

30 Exchange Street

Berlin, NH 03570

(603) 752-7001 or 1-800-552-4617

(603) 752-8041 (fax)

www.tccap.org

Cheshire County

Community Improvement Associates – ES

463 Washington Street

Keene, NH 03431

(603) 352-1016

(603) 352-1018 (fax)

Monadnock Center for Violence

Prevention, Inc. – DV

12 Court Street

Keene, NH 03431

(603) 352-3782

(603) 355-5227 (fax)

www.mcvprevention.org

Monadnock Family Services – PA

64 Main Street, Suite 301

Keene, NH 03431-3701

(603) 357-5270

(603) 357-6896 (fax)

www.mfs.org

**Southwestern Community Services,
Inc. (Keene)** – H,P,OI, TH, PH, SC

- **Monadnock Area Housing Coalition** – ES,TS
- **NEXT STEP Transitional Housing** – TH

69Z Island Street, PO Box 603
Keene, NH 03431
(603) 352-7512
(603) 352-3618 (fax)
www.scshehelps.org

Coos County

**Coos County Family Health
Services, Inc.** – DV
**Response to Sexual and Domestic
Violence**

54 Willow Street
Berlin, NH 03570
(603) 752-5679
(603) 752-5467 (fax)
www.nhcadsv.org

**Tri-County Community Action
Program, Inc.** – H,P,OI,PA

- **Coos, Carroll, Grafton Counties**
 - **Friendship House** – TH
- 30 Exchange Street
Berlin, NH 03570
1-800-552-4617
(603) 752-8041 (fax)
www.tccap.org

**Tri-County Community Action Program,
Inc.** – ES

- **Tyler Blain House**
- 56 Prospect Street
Lancaster, NH 03584
(603) 788-2344
(603) 788-2344 (fax)
www.tccap.org

Grafton County

The Bridge House, Inc. – ES
260 Highland Street
Plymouth, NH 03264
(603) 536-7631
(603) 536-4247 (fax)
www.pemibridgehouse.org

Headrest, Inc. – SS
PO Box 247
Lebanon, NH 03766-0247
(603) 448-4872
(603) 448-1829 (fax)
www.headrest.org

The Support Center at Burch House – DV
PO Box 965
Littleton, NH 03561
(603) 444-0624
(603) 444-0646 (fax)
www.nhcadsv.org

**Tri-County Community Action
Program, Inc.** – H,P,OI,PA

- **Coos, Carroll, Grafton Counties**
- 30 Exchange Street
Berlin, NH 03570
1-800-552-4617
(603) 752-8041 (fax)
www.tccap.org

Voices Against Violence – DV
PO Box 53
Plymouth, NH 03264
(603) 536-5999
www.nhcadsv.org

**West Central Behavioral Health
Pine Place** – TH
2 Whipple Place, Suite 202
Lebanon, NH 03766
(603) 448-0126
(603) 448-0129 (fax)
www.wcbh.org

**WISE (Women's Information and
Services)** – DV
79 Hanover Street, Suite 1
Lebanon, NH 03766
(603) 448-5922
(603) 448-2799 (fax)
www.wiseftheupervalley.org

Hillsborough County

Bridges – DV
PO Box 217
Nashua, NH 03061
(603) 889-0858
www.bridgesnh.org

Child and Family Services of NH – SS,P

99 Hanover Street
PO Box 448
Manchester, NH 03105
(603) 668-1920
(603) 668-6260 (fax)
www.cfsnh.org

Community Council of Nashua – PA

7 Prospect Street
Nashua, NH 03060
(603) 889-6147
(603) 883-1568 (fax)
www.ccofnashua.org

Families in Transition, Inc.

- **Amherst Street – TS**
 - **Spruce Street Apartments – TS**
- 122 Market Street
Manchester, NH 03101
(603) 641-9441
(603) 641-1244 (fax)
www.fitnh.org

Greater Nashua Council on Alcoholism

- **Keystone Hall – SS**
- Pine Street Extension
Nashua, NH 03060
(603) 881-4848
(603) 598-3644 (fax)
www.keystonehall.org

Harbor Homes – ES,PH

45 High Street
Nashua, NH 03060
(603) 881-8436
(603) 881-5199 (fax)
www.harborhomes.org

Helping Hands Outreach Ministries, Inc. –

TS
50 Lowell Street
PO Box 3551
Manchester, NH 03105-3551
(603) 623-8778
(603) 626-5811 (fax)

The Mental Health Center of Greater Manchester – PA

- **Gemini House – PH**
- 401 Cypress Street
Manchester, NH 03103-3628
(603) 668-4111
(603) 669-1131 (fax)
www.mhcgcm.org

Nashua Pastoral Care Center – TS,H,P

7 Concord Street
Nashua, NH 03064
(603) 886-2866
(603) 886-9214 (fax)
www.nashuanpcc.org

Nashua Soup Kitchen and Shelter – ES,TS

PO Box 3116
Nashua, NH 03061-3116
(603) 889-7770
(603) 889-2347 (fax)
www.nsk.org

New Hampshire Legal Assistance – P

1361 Elm Street, Suite 307
Manchester, NH 03101
(603) 668-2900 or 1-800-562-3174
(603) 625-1840 (fax)
www.nhla.org

New Horizons for New Hampshire

- **Emergency Shelter – ES**
 - **Angie's Shelter for Women – ES**
- 199 Manchester Street
Manchester, NH 03103
(603) 668-1877
(603) 668-2578 (fax)
www.newhorizonsfornh.org

St. John Neumann – P

708 Milford Road, 101-A
Merrimack, NH 03054
(603) 424-5685

Southern New Hampshire Services, Inc. – P

40 Pine Street
PO Box 5040
Manchester, NH 03108
(603) 668-8010
(603) 645-6734 (fax)
www.snhs.org

The Way Home – TS,H,P
214 Spruce Street
Manchester, NH 03103
(603) 627-3491
(603) 644-7949 (fax)
www.thewayhome1.homestead.com

YWCA Crisis Service

- **Emily's Place** – DV
72 Concord Street
Manchester, NH 03101
(603) 625-5785
(603) 624-4765 (fax)
www.nhcadsv.org

Merrimack County

**Community Action Program
Belknap-Merrimack Counties** – H,P,OI

- **New Start Program** – P
2 Industrial Park Drive
PO Box 1016
Concord, NH 03302-1016
(603) 225-3295
(603) 228-1898 (fax)
www.bm-cap.org

Community Services Council of NH

- **Franklin Falls Farm** – PH
- **New Hampshire Hotline** – P
1-800-852-3388
- **Unite To Help** – H
(603) 225-9694
PO Box 2338
Concord, NH 03302-2338
(603) 225-9694 or (603) 225-9000
(603) 225-4158 (fax)
www.cscnh.org

Families in Transition, Inc.

- **5 Market Lane** – TH
- **9 Odd Fellows Road** – PH
Concord, NH 03301
(603) 641-9441
(603) 641-1244 (fax)
www.fitnh.org

First Congregational Church, UCC – ES

177 North Main Street
Concord, NH 03301
(603) 225-5491
(603) 717-7037 (fax)

The Friends Emergency Housing Program
– ES

30 Thompson Street
Concord, NH 03301
(603) 228-1462
(603) 226-3884 (fax)
www.friendsprogram.org

**Merrimack County Rape and Domestic
Violence Crisis Center** – DV

PO Box 1344
Concord, NH 03302-1344
(603) 225-7376
www.nhcadsv.org

Merrimack Valley Assistance Program – P

PO Box 882
Concord, NH 03302-0882
(603) 226-0607
www.mvap.org

**New Hampshire Coalition Against
Domestic and Sexual Violence** – DV

PO Box 353
Concord, NH 03302
(603) 224-8893
(603) 228-6096 (fax)
www.nhcadsv.org

New Hampshire Hospital – TH

36 Clinton Street
Concord, NH 03301
(603) 271-5208
(603) 271-5395 (fax)

**Riverbend Community Mental Health
Services, Inc.** – PA

PO Box 2032
Concord, NH 03302-2032
(603) 228-1551
(603) 225-2803 (fax)
www.riverbendcmhc.org

The Salvation Army

- **McKenna House** – ES
100 South Fruit Street
Concord, NH 03301
(603) 228-3505
(603) 224-7877 (fax)

Rockingham County

AIDS Response Seacoast – P

1 Junkins Avenue
Portsmouth, NH 03801
(603) 433-5377 or 800-375-1144
(603) 431-8520 (fax)
www.aidsresponse.org

CLM Behavioral Health Services – SC

- **Beaver Lake Lodge – PH**
10 Tsienneto Road
Derry, NH 03038
(603) 434-1577
(603) 434-3101 (fax)
www.centerforlifemanagement.org

Cross Roads House, Inc. – ES,TS

600 Lafayette Road
Portsmouth, NH 03801
(603) 436-2218
(603) 430-9217
www.crossroadshouse.org

New Generation, Inc. – SS

568 Portsmouth Avenue
PO Box 676
Greenland, NH 03840
(603) 436-4989
(603) 436-4989 (fax)
www.newgennh.com

Rockingham Community Action, Inc. –

H,P,OI
7 Junkins Avenue
Portsmouth, NH 03801
(603) 431-2911
(603) 431-2916 (fax)
www.rcaction.org

Seacoast Mental Health Center – PA

- **Springbrook Condominiums – PH**
1145 Sagamore Avenue
Portsmouth, NH 03801
(603) 431-6703
(603) 433-5078 (fax)
www.seacoastmentalhealth.org

Seacoast Task Force on Family Violence

- **A Safe Place – DV**
6 Greenleaf Woods, Unit 101
Portsmouth, NH 03801
(603) 436-4619
(603) 436-7951 (fax)
www.nhcadsv.org

Strafford County

Community Partners

- **Tideview – PH**
- **Rochester Family Housing – TH**
113 Crosby Road, Suite 1
Dover, NH 03820
(603) 749-4015
(603) 743-3244 (Fax)
www.bhdssc.org

My Friend's Place – ES,TH

368 Washington Street
Dover, NH 03820
(603) 749-3017
(603) 749-5068 (fax)

Strafford County Community Action

Committee – H,P,OI
PO Box 160
Dover, NH 03821-0160
(603) 749-1334
www.traffcap.org

Sullivan County

Friends of Veterans – P

222 Holiday Drive, Suite 5
White River Junction, VT 05001
(802) 296-8368
(802) 296-3653 (fax)

Southwestern Community Services –

ES,H,P,OI,TH, PH, SC
(including Overflow shelter) – ES
PO Box 1338
Claremont, NH 03743
(603) 542-9528

Women's Supportive Services – DV

11 School Street
Claremont, NH 03743
(603) 543-0155
www.nhcadsv.org

Worcester County (MA) – P

Veteran Hospice Homestead, Inc.

69 High Street
Fitchburg, MA 01420
(978) 353-0234
(978) 345-0926 (fax)
www.vethospice.com